What is claimed is:

1.   An apparatus for interfacing between a systems management system
and a remote services system comprising:

a systems management application program interface;

a systems management integrator application program interface, the systems
management integrator application program interface providing a
normalization point where data from the systems management system
is normalized to a remote services system standard; and

an integrator coupled between the systems management application program
interface and the systems management integrator application program
interface, the integrator collecting and detecting information from the
systems management system.

2.   The apparatus of claim 1 wherein the systems management integrator
application program interface includes:

a forward calls component, the forward calls component providing forwards
calls from the systems management system to the remote services
system.

3.   The apparatus of claim 2 wherein the systems management integrator
application program interface includes:

a back-channel calls component, the back-channel calls component providing
back-channel calls from the remote services system to the system
management system.

4.   The apparatus of claim 1 wherein the systems management integrator
application program interface provides generic message interfaces as well as specific
message interfaces, the specific message interfaces being provided to enable the
remote services system to handle a message without having to inspect the contents of
the message.

5.   The apparatus of claim 4 wherein the specific message interfaces
include an alarm message.

1   6.   The apparatus of claim 4 wherein the specific message interfaces
2   include an event message.

1   7.   The apparatus of claim 4 wherein:
2   the generic message interfaces includes data, the data including a class, and
3   the integrator sets the class of the data.

1   8.   The apparatus of claim 3 wherein the systems management integrator
2   application program interface:
3   provides support for declaring capabilities of a support instance at registration
4   time via the forward channel, and
5   provides support for a request of the capabilities of the support instance via the
6   back-channel after registration time.

1   9.   The apparatus of claim 1 wherein the systems management integrator
2   application program interface provides an interface between the integrator and a
3   remote services infrastructure.

1   10.   The apparatus of claim 8 wherein the systems management integrator
2   application program interface is coupled to a remote services proxy of the remote
3   services infrastructure.

1   11.   A systems management integrator application program interface for a
2   remote services system comprising:
3   a forward calls component, the forward calls component providing forwards
4   calls from a systems management system to the remote services
5   system; and
6   a back-channel calls component, the back-channel calls component providing
7   back-channel calls from the remote services system to the system
8   management system.

1   12.   The systems management integrator application program interface of
2   claim 11 wherein the systems management integrator application program interface

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3   provides generic message interfaces as well as specific message interfaces, the

4   specific message interfaces being provided to enable the remote services system to

5   handle a message without having to inspect the contents of the message.

1   13.   The systems management integrator application program interface of

2   claim 12 wherein the specific message interfaces include an alarm message.

1   14.   The systems management integrator application program interface of

2   claim 12 wherein the specific message interfaces include an event message.

1   15.   The systems management integrator application program interface of

2   claim 12 wherein

3   the generic message interfaces includes data, the data including a class, and

4   an integrator sets the class of the data.

1   16.   The systems management integrator application program interface of

2   claim 11 wherein the systems management integrator application program interface

3   provides support for declaring capabilities of a support instance at registration

4   time via the forward channel, and

5   provides support for a request of the capabilities of the support instance via the

6   back-channel after registration time.

1   17.   The systems management integrator application program interface of

2   claim 11 wherein the systems management integrator application program interface

3   provides an interface between a systems management platform and a remote services

4   infrastructure.

1   18.   The systems management integrator application program interface of

2   claim 17 wherein the systems management integrator application program interface is

3   coupled to a remote services proxy of the remote services infrastructure.

1   19.   A method for interfacing between a systems management system and a

2   remote services system comprising:

3   providing a systems management application program interface;

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4	collecting and detecting information from the systems management system
5	using a systems management integrator, the systems management
6	integrator interfacing with the systems management system via the
7	systems management application program interface;
8	providing and receiving information to the remote services system, the
9	providing and receiving information being via a systems management
10	integrator application program interface, the systems management
11	integrator application program interface providing a normalization
12	point where data from the systems management system is normalized
13	to a remote services system standard.

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